

**National Institute of Arthritis and Musculoskeletal and Skin Diseases  
Information Clearinghouse**

**APPENDIX 3**

**Analysis of Requests Received and Responses Given**

**July 2000 - June 2001**

<b>Yearly</b>	<b>Total</b>	<b>% of Total</b>
<b>REQUESTS</b>	<b>28,560</b>	<b>100.0%</b>
Conference	13	0.0%
E-mail	5,327	18.7%
Fax	766	2.7%
Faxback	1	0.0%
In Person	19	0.1%
In Person/Walk-in	23	0.1%
Mail	9,574	33.5%
Telephone-Clearinghouse	3,873	13.6%
Telephone-NIAMS	910	3.2%
Toll-free Number	8,049	28.2%
Walk-in	5	0.0%
<b>RESPONSES</b>		
Noninventory Materials	1,248	3.3%
Custom Search	413	1.1%
Form Letter	1,123	3.0%
Mail List Addition	49	0.1%
Information Package	6,670	17.6%
Publication Only	26,212	69.1%
Telephone Only	2,198	5.8%

**NOTE: Response percentages exceed 100 percent because many inquirers receive more than one type of response.**